Service User Guide
(For Service Users living with Shared Lives Carers)

You may need help to understand this booklet.
This guide will tell you about Shared Lives.

It will tell you about the Shared Lives Southend.

If you have any questions

or you want more information about Shared Lives please contact

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Shared Lives Southend
CTPLD
Civic Centre
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Essex SS2 6ER

☎ 01702 534282 or 01702 534293
Shared Lives Southend

Shared Lives can offer somewhere to live with help and support.

Shared Lives can offer somewhere to stay for a short break.

Equal Opportunities

We make sure that:

• we treat everyone fairly
• everyone gets the help they need
What is Shared Lives?

• Shared Lives can be **somewhere to live**

• Shared Lives can be **somewhere to stay for a short break**

• Shared Lives Southend helps people find a new home, living with **Shared Lives Carers**.
Some carers live alone

Some carers live with a partner

Some carers live with their children

All our Shared Lives Carers have been trained.

All our Shared Lives Carers have had police checks.
Finding the right Shared Lives Carer

We will tell you about Shared Lives Carers you could live with.

You will get all the help you need.

We will help you find a Shared Lives Carer to suit you

We can show you photographs of the Carers and their home

You will be able to meet the Carers.
You can visit them a few times so that you can get to know each other.

You can sleep there once or twice.

Then you can try living with the Carers.

Living there will help to know if it is OK for the Carers and you

If the Carers agree you can move into your new home.

We will help you move.
We will help you write a **Service User Plan**.

The **Service User Plan** will tell the Carers all about you.

It will show carers what you do in the daytime

It will show carers what you like to do in the evenings

It will show carers what you like to do at weekends
Your Plan will say what new things you would like to do and learn

Your Plan will say what help you need to look after yourself

Your Plan will say what help you need to do things you want to do
In your new home

When you are in your new home we will have meetings

The meetings are for you and your Carers

We will ask if you are happy.

We will ask if your Carers are happy.

We will ask if anything needs to change
In your new home you will be treated with respect

In your new home you will be treated like a member of the family

You must respect people who live with you.
Placement Agreement

You will have a **Placement Agreement**.

The **Placement Agreement** will show what everyone will do.
In your Shared Lives family home

You can have your own room and put your own things in it

Your friends and family can visit you

You can go to see your friends and family
Your Carers will be happy to go out with you to do the things you like

You will be able to go on holiday
Your carers will get money each week to help pay for your placement

You will also give some money to help pay for where you live

This will come out of your benefits

We will tell you how much to pay

You will have money left to buy things for yourself and to do things
Your carers can help you with things like

- managing your money
- making a cup of tea
- making a phone call
- having a bath
Your carers can help you with things like

- taking your medicine or tablets
- getting dressed
- going to the doctors
- going to hospital
Things your carers know about you are private

They will only share the things they know with other people

- to get help you need
- to keep you safe
If you are not happy about your Shared Lives placement

- talk to your carers
- talk to your Social Worker or Shared Lives Carer

If you are still not happy

You can make a complaint
You can move out of your placement into another Placement.
You can move on to different accommodation.
Your Social Worker or Shared Lives Carer can contact someone to help you
If you want to know more about Shared Lives

You can ask your Social Worker

Name..............................................................

You can ask your Shared Lives Carer

Name..............................................................